

**Verizon New England Inc.  
d/b/a Verizon Massachusetts**

**Commonwealth of Massachusetts**

**Docket No. 03-60**

**Respondent:** Bruce F. Meacham  
**Title:** Group Manager – Service Costs

**REQUEST:** Conversent Communications of Massachusetts, Set #7

**DATED:** January 21, 2004

**ITEM: CONV 7-3** Please describe what operational reports were used to calculate a non-flow through rate of 25% as indicated in Exhibit Supp-III, row 5 of column D ("connect typical occurrence" for "refer assignment problem to CLEC APC, NMC". Please provide copies of the reports upon which Verizon relied, please specify the date that the reports were prepared, and provide an explanation as to how Verizon used the information in those reports to calculate the 25%. Please provide all data and calculations in an electronic form in which the data can be manipulated (e.g., excel spreadsheet).

**REPLY:** This number was an estimate and not a calculated rate. Therefore, there are no operational reports, data, or calculations in an electronic form that can be provided.

**Verizon New England Inc.  
d/b/a Verizon Massachusetts**

**Commonwealth of Massachusetts**

**Docket No. 03-60**

**Respondent:** Bruce F. Meacham  
**Title:** Group Manager – Service Costs

**REQUEST:** Conversent Communications of Massachusetts, Set #7

**DATED:** January 21, 2004

**ITEM: CONV 7-4** For the operational reports referred to in question 7-3 above, please specify what percentage of the total number of orders that were analyzed were hot cut orders. Please provide a description of all other types of orders that were used in the denominator of the total number of orders. Please provide an explanation of what other types of order were analyzed in the "req. type" column used in the report (e.g. "AB, BB, CB, DB, etc.") or comparable codes used to describe what types of orders were used in the reports used to produce the 25% calculation.

**REPLY:** Please see Verizon MA's reply to Conversent Information Request 7-3.

**Verizon New England Inc.  
d/b/a Verizon Massachusetts**

**Commonwealth of Massachusetts**

**Docket No. 03-60**

**Respondent:** Bruce F. Meacham  
**Title:** Group Manager – Service Costs

**REQUEST:** Conversent Communications of Massachusetts, Set #7

**DATED:** January 21, 2004

**ITEM: CONV 7-5** Please describe what operational reports were used to calculate a non-flow through rate of 50% as indicated in Exhibit Sup-III, row 6 of column D ("connect typical occurrence" for "cancel or modify due date on order, if necessary". Please provide copies of the reports upon which Verizon relied, please specify the date that the reports were prepared, and provide an explanation as to how Verizon used the information in those reports to calculate the 50%. Please provide all data and calculations in an electronic form in which the data can be manipulated (e.g., excel spreadsheet).

**REPLY:** This number was an estimate and not a calculated rate. Therefore, there are no operational reports, data, or calculations in an electronic form that can be provided.

**Verizon New England Inc.  
d/b/a Verizon Massachusetts**

**Commonwealth of Massachusetts**

**Docket No. 03-60**

**Respondent:** Bruce F. Meacham  
**Title:** Group Manager – Service Costs

**REQUEST:** Conversent Communications of Massachusetts, Set #7

**DATED:** January 21, 2004

**ITEM: CONV 7-6** For the operational reports referred to in question 7-5 above, please specify what percentage of the total number of orders that were analyzed were hot cut orders. Please provide a description of all other types of orders that were used in the denominator of the total number of orders. Please provide an explanation of what other types of order were analyzed in the "req. type" column used in the report (e.g. "AB, BB, CB, DB, etc.") or comparable codes used to describe what types of orders were used in the reports used to produce the 50% calculation.

**REPLY:** See Verizon MA's response to Conversent Information Request 7-5.

VZ # 344

**Verizon New England Inc.  
d/b/a Verizon Massachusetts**

**Commonwealth of Massachusetts**

**Docket No. 03-60**

**Respondent:** Kevin Van Inwegen  
**Title:** Manager – Customer Service

**REQUEST:** Conversent Communications of Massachusetts, Set #7

**DATED:** January 21, 2004

**ITEM: CONV 7-7** When did Verizon roll out WPTS for use in Massachusetts?  
Please provide, on a monthly basis, the number of WPTS hot cuts performed by Verizon since Verizon began offering WPTS hot cuts in Massachusetts.

**REPLY:** WPTS for hot cuts in Massachusetts for all CLECs was put into production in April 2001.

Please see the attached. The attached exhibit contains information that is confidential, proprietary, and competitively sensitive and is being provided to the Department and parties in accordance with the terms of the Department's Protective Order.